

# REGIONAL SERVICES CENTERS

**PROGRAM:**

Regional Representation and Community Assistance

**PROGRAM ELEMENT:**

Community Assistance

**PROGRAM MISSION:**

To respond to citizen requests for information and direct services in a timely, courteous, accurate, and efficient manner

**COMMUNITY OUTCOMES SUPPORTED:**

- Responsive government
- Informed citizens

**PROGRAM MEASURES**

	FY03 ACTUAL	FY04 ACTUAL	FY05 ACTUAL	FY06 BUDGET	FY07 CE REC
<b>Outcomes/Results:</b>					
Percentage of requestors reporting satisfactory resolution of their:					
Request for information <sup>a</sup>	86.4	87.4	85.6	82.0	86.0
Request for service <sup>b</sup>	86.8	93.8	91.0	93.0	95.0
<b>Service Quality:</b>					
Percentage of information requests that were: <sup>c</sup>					
Completed accurately	95.8	92.2	92.0	93.0	95.0
Answered thoroughly	90.4	85.2	73.0	82.0	86.0
Percentage of requests for service that were: <sup>d</sup>					
Completed promptly	84.6	97.2	96.0	89.0	94.0
Handled courteously	89.8	89.2	94.0	92.0	99.0
<b>Efficiency:</b>					
Requests for service processed per workyear	14,434	15,575	14,256	15,475	15,361
Cost per information or service request processed (\$)	3.30	3.59	4.32	3.79	4.58
<b>Workload/Outputs:</b>					
Information and service requests processed:					
Telephone requests <sup>e</sup>	47,727	63,700	62,784	59,213	63,144
In-person requests <sup>e</sup>	77,853	98,280	79,776	89,125	82,784
<b>Inputs:</b>					
Expenditures (\$) <sup>f</sup>	414,658	498,325	615,576	450,388	668,792
Workyears <sup>f</sup>	8.7	10.4	10.0	8.7	9.5

**Notes:**

<sup>a</sup>E.g., telephone requests (most telephone requests involve requests for information and referral). FY05 figures are based on the results of 100 mystery shopper calls that took place over a two week period in April 2005. A "satisfactory" rating corresponds to the percentage of mystery shoppers who rated the overall service provided in response to their request for information as "good" or "very good."

<sup>b</sup>E.g. in-person requests. Most in-person requests involve a direct service (see "Explanation" below). Outcomes/results are measured by a follow-up mail survey. A "satisfactory" rating corresponds to the percentage of respondents rating the overall service provided in handling their request as "good" or "very good." The FY06 figures were compiled from a survey done in November 2005.

<sup>c</sup>Percentage of 100 mystery shopper requests for information that were rated "good" or "very good" with regard to accuracy and thoroughness. The FY06 mystery shopper program will be held over a two week period in April 2006.

<sup>d</sup>Percentage of respondents to a written follow-up survey rating the promptness and courtesy associated with handling their request for service as "good" or "very good."

<sup>e</sup>Includes requests related to the Silver Spring Enterprise Zone and Redevelopment Initiative.

<sup>f</sup>Workyears include volunteers, interns, and positions related to the Silver Spring Enterprise Zone and Redevelopment Initiative. Expenditures include personnel costs only.

**EXPLANATION:**

Each of the County's five Regional Services Centers (located in Germantown, Silver Spring, Fairland, Wheaton, and Bethesda) provides community assistance in the form of information and referral as well as direct services. Direct services include the sale of a variety of transit fare media, parking permits, and cash keys; processing of senior citizen identification cards; acceptance of County employment applications; distribution of pamphlets, brochures, and guides; handling requests for meeting room space; and notary public services. Information and referral services are provided on a part-time basis at satellite locations in the Olney, Damascus, Poolesville, Quince Orchard, and Gaithersburg libraries.

**PROGRAM PARTNERS IN SUPPORT OF OUTCOMES:** Montgomery County Public Libraries; Worcester Polytechnic Institute, Worcester, MA.

**MAJOR RELATED PLANS AND GUIDELINES:** Regional Services Centers Facilities Strategic Plan (1995).

## REGIONAL SERVICES CENTERS

**PROGRAM:**

Regional Representation and Community Assistance

**PROGRAM ELEMENT:**

Regional Representation

**PROGRAM MISSION:**

To provide timely, effective liaison and assistance to Montgomery County citizens and groups by working with residents, community organizations, businesses, interest groups, citizen associations, advisory boards, public agencies, and other local organizations and groups to exchange information, assess regional issues, and facilitate the resolution of those issues

**COMMUNITY OUTCOMES SUPPORTED:**

- Improved quality of life for individuals and families
- A healthy business climate
- Informed citizens
- Responsive government

**PROGRAM MEASURES**
**Outcomes/Results:<sup>a</sup>**

	FY03 ACTUAL	FY04 ACTUAL	FY05 ACTUAL	FY06 BUDGET	FY07 CE REC
Percentage of responding Regional Services Center (RSC) users who rated the effectiveness of the Center in dealing with regional/community issues as "good" or "excellent"	73	68	70	77	80
Percentage of responding RSC users who felt that the Center had been effective in making it possible for the County to hear concerns about neighborhood issues and services	78	93	92	91	93
Percentage of responding RSC users who rated the helpfulness of the information provided by the Center newsletter as "good" or "excellent"	69	72	70	74	76
Percentage of responding RSC users who rated the overall performance of the Regional Services Center as "effective"	80	93	89	89	91

**Service Quality:<sup>a</sup>**

Percentage of responding RSC clients "somewhat" or "very satisfied" with:					
- The accessibility of Center staff	73	78	71	73	79
- The helpfulness and courtesy of Center staff	73	77	71	77	81
Percentage of responding RSC clients "somewhat" or "very satisfied" with the amount and quality of the information provided by Center staff	75	76	76	79	81
Percentage of responding RSC clients who rated the timeliness with which the Center handled their issue as "good" or "excellent"	44	52	58	56	60

**Efficiency:**

Cost per community/regional problem addressed (\$)	393	526	500	568	666
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**Workload/Outputs:<sup>b</sup>**

Requests received for help with regional or neighborhood issues/problems	5,060	4,326	4,344	4,528	4,600
Work groups created to act on/resolve community issues	432	510	600	411	500
Civic association/community organization/outside agency meetings attended	1,632	2,073	1,740	2,348	2,400
Committees/citizen advisory board meetings staffed	680	825	612	1,147	1,200

**Inputs:**

Expenditures (\$000)	1,988	2,155	2,174	2,859	3,064
Workyears <sup>c</sup>	16.4	13.9	14.3	17.0	20.1

**Notes:**

<sup>a</sup>These results are obtained from a survey of a stratified random sample of 500 persons and organizations taken from the mailing lists for the centers' monthly newsletters (100 per center). The survey for FY06 will take place in April, 2006.

<sup>b</sup>These figures are based on data collected twice a year. For FY06, the first data collection took place between July and December, 2005. The second one will take place between January and June, 2006.

<sup>c</sup>These figures have been revised based on a more consistent methodology for allocating workyears between programs. The year-to-year fluctuations reflect changes in total Regional Services Center staffing levels plus re-allocations of responsibilities between this program and the community assistance program.

**EXPLANATION:**

The regional representation program of Montgomery County's five Regional Services Centers provides liaison between the County and its residents, community groups, businesses, regional Citizens' Advisory Boards, and other public agencies. The Centers serve as a direct link between the County government and its citizens – bringing the County's services closer to residents, businesses, and other local organizations. The Centers also help the County Executive to keep in touch with local issues, while making it easier for citizens, community groups, and business organizations to voice their concerns and influence legislation. Center staff provide liaison, mediation, technical assistance, and problem-solving skills to area organizations and individuals – helping to identify and assess regional problems and issues, facilitating the development of solutions, managing site selections for public facilities, and bringing community perspectives to major policy issues. The Centers communicate with local individuals and groups through monthly newsletters and a variety of other media.

**PROGRAM PARTNERS IN SUPPORT OF OUTCOMES:** Regional Citizens' Advisory Boards, civic associations and community groups, business community, Worcester Polytechnic Institute (Worcester, Massachusetts), other County departments.

**MAJOR RELATED PLANS AND GUIDELINES:** Regional Services Centers Facilities Strategic Plan (1995).